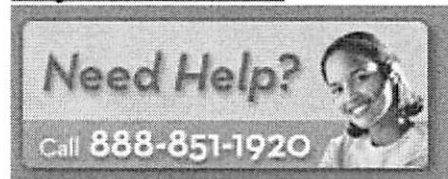


# Federal Reserve Consumer Help

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**HOW TO FILE A CONSUMER  
COMPLAINT ABOUT A BANK**

[Order Brochure Online. External Link](#)

Download [Adobe Acrobat Reader](#) to view PDF files located on this site.

If you have a problem with a  
bank or other financial institution,  
contact the Federal Reserve for help.

## Consumer Complaint Confirmation

Thank you for contacting Federal Reserve Consumer Help. This message confirms that you have successfully submitted your complaint with the Federal Reserve System. Your complaint was submitted on February 13, 2015 at 10:58 AM.

We will determine the appropriate [federal regulator](#) to address your complaint and forward your complaint to that regulator for investigation. Within 15 business days, we will send you a written

acknowledgement that will tell you the federal regulator to which your complaint was sent and contact information for that regulator. If the Federal Reserve will investigate your complaint, you should receive a response from the Reserve Bank handling your complaint within 60 days after the Reserve Bank's receives your complaint.

More information on the Federal Reserve's consumer complaint process is located on our website.

## Your Information

Name Mr. Luther McNeil  
Address 545 Metro Place South, Suite 100  
Dublin, OH 43017  
Country United States  
Email Address  
Phone Number 614-256-5932  
Alternate Phone  
Contact Preference Mail

## Third Party Information

Name Chelsea Long  
Address 503 South High Street, Suite 205  
Columbus, OH 43215  
Country United States  
Email Address chelsea@woodlongfamilylaw.com  
Phone Number 614-567-3031  
Alternate Phone

## Institution Information

Institution Name Huntington National Bank  
Routing Number [REDACTED]  
Account/Product Type Business Checking  
Address 55 Meadow Park Avenue Lewis Center, OH 43035  
Country United States  
Email Address  
Phone Number

## Complaint

### Description of the complaint

Fraudulent activity has been found in the business checking account. Specifically, a woman by the name of Latasha Macaula (spelling?) has used forged checks written to herself to withdraw roughly \$4,000 from an ATM in Cleveland, Ohio. The bank is refusing to reimburse the account for this fraudulent activity. The company uses a holograph on each of the checks, but the fraudulent checks did not contain this image. The check numbers are also different than his standard check numbers. Luther McNeil, the company president, made a complaint directly to the bank and filled out all paperwork requested. His primary contact was with a co-manager named Chris. Subsequently, his attorney sent a letter to the bank

requesting the withdrawals be reimbursed and Huntington pursue the fraudulent party. No response was given and no action has been taken.

How complaint can be satisfactorily addressed

The money must be returned to Majestic Building Maintenance's account.



### Consumer Complaint Confirmation

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More information on the Federal Reserve's consumer complaint process is located on our website at <http://www.federalreserveconsumerhelp.gov/complaintprocess.htm>.

#### Your Information

Name: Mr. Luther McNeil  
Address: 545 Metro Place South, Suite 100  
Dublin, OH 43017  
Country: United States  
E-mail Address:  
Phone Number: 614-256-5932  
Alternate Phone:  
Contact Preference: Mail

#### Third Party Information

Name: Chelsea Long  
Address: 503 South High Street, Suite 205  
Columbus, OH 43215  
Country: United States  
E-mail Address: [chelsea@woodlongfamilylaw.com](mailto:chelsea@woodlongfamilylaw.com)  
Phone Number: 614-567-3031

Alternate Phone:

### Institution Information

Institution Name: Huntington National Bank  
Account/Product Type: Business Checking  
Address: 55 Meadow Park Avenue  
Lewis Center, OH 43035  
Country: United States  
E-mail Address:  
Phone Number:  
Other Information:

### Complaint

#### Description of the complaint:

Fraudulent activity has been found in the business checking account. Specifically, a woman by the name of Latasha Macaula (spelling?) has used forged checks written to herself to withdraw roughly \$4,000 from an ATM in Cleveland, Ohio. The bank is refusing to reimburse the account for this fraudulent activity. The company uses a holograph on each of the checks, but the fraudulent checks did not contain this image. The check numbers are also different than his standard check numbers. Luther McNeil, the company president, made a complaint directly to the bank and filled out all paperwork requested. His primary contact was with a co-manager named Chris. Subsequently, his attorney sent a letter to the bank requesting the withdrawals be reimbursed and Huntington pursue the fraudulent party. No response was given and no action has been taken.

#### How complaint can be satisfactorily addressed:



The money must be returned to Majestic Building Maintenance's account.

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**Quick Links**



**File a Complaint**

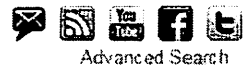
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- [Attorneys General](#)
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- [Federal Citizen Info Center](#)
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Last updated: 02/27/2011

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Each depositor insured to at least \$250,000 per insured bank

## Customer Assistance Confirmation

Thank you for contacting the Federal Deposit Insurance Corporation (FDIC).

Your e-mail was received by the FDIC on February 13, 2015. The FDIC will respond to your complaint or inquiry in accordance with the following schedule:

- If the FDIC does not need to contact an FDIC-supervised bank for information to respond adequately to your question or concern, you may expect to receive a response from the FDIC within 14 calendar days.
- If the FDIC needs to contact an FDIC-supervised bank for information, you may expect to receive a response from the FDIC within 60 calendar days.

The FDIC supervises state-chartered banks that are not members of the Federal Reserve System. Questions or concerns about a financial institution that is not supervised by the FDIC, such as a bank with the words "National" or "Federal" in its name, will be forwarded to the appropriate federal regulatory agency for response. We also will provide you with contact information for that agency.

The FDIC also insures deposits in most banks and savings associations located in the United States. The FDIC protects depositors against the loss of their deposits if an FDIC-insured bank or savings association fails. If your e-mail is related to a deposit insurance question it will be answered by appropriate FDIC staff in accordance with the timelines referenced above.

You may be contacted by the FDIC for additional information if needed to respond fully to your inquiry or complaint.

As part of its supervisory responsibility, the FDIC assists consumers with complaints by informing them of their rights under federal consumer protection laws and by reviewing the bank's actions to assess whether the bank has complied with such laws. The FDIC's authority to act on your behalf is limited to the enforcement of federal banking laws and regulations for banks supervised by the FDIC.

If you have submitted a complaint regarding an FDIC-supervised bank, your complaint may be forwarded to the bank for additional information. It is FDIC's policy to fully review the available information after receiving the bank's response. While we conduct our review, you are free to try to resolve this matter by other means available to you. If you have additional questions or information concerning your complaint, you may contact the FDIC at the address provided below.

Federal Deposit Insurance Corporation  
Consumer Response Center  
1100 Walnut Street, Box #11  
Kansas City, MO 64106  
1-877-ASK-FDIC (1-877-275-3342)

Thank you for bringing this matter to our attention.

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Last Updated 07/27/2007

[consumers@fdic.gov](mailto:consumers@fdic.gov)

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